Lesson 2

Performance Management

Lesson Objectives

After completing this lesson you will be able to:

- Describe the benefits of performance management.
- Explain the importance of objectives.
- List tools to help manage performance.
- Place pay-for-performance in the performance management context.

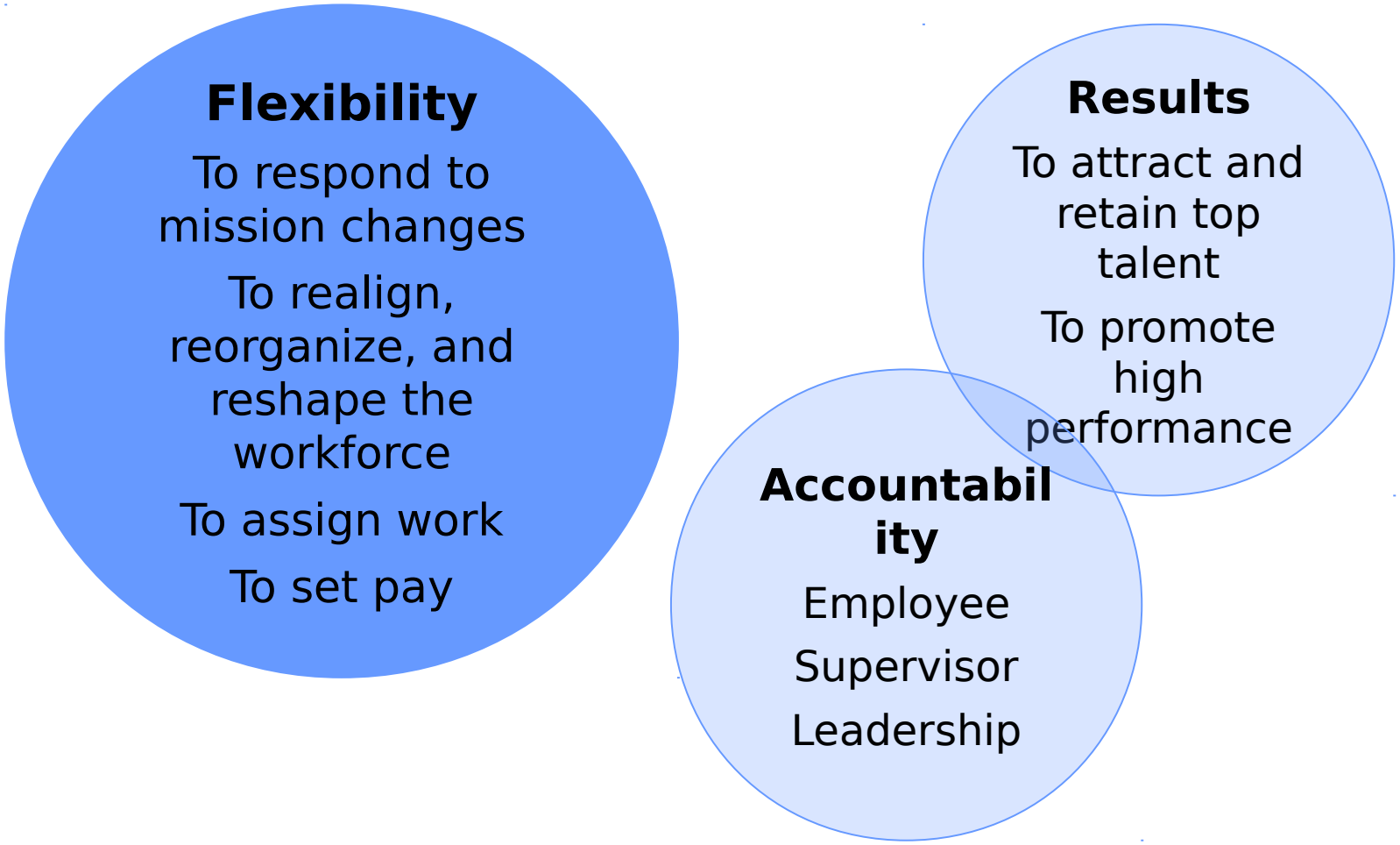
Group Discussion

- Benefits
- Motivation
- Changes

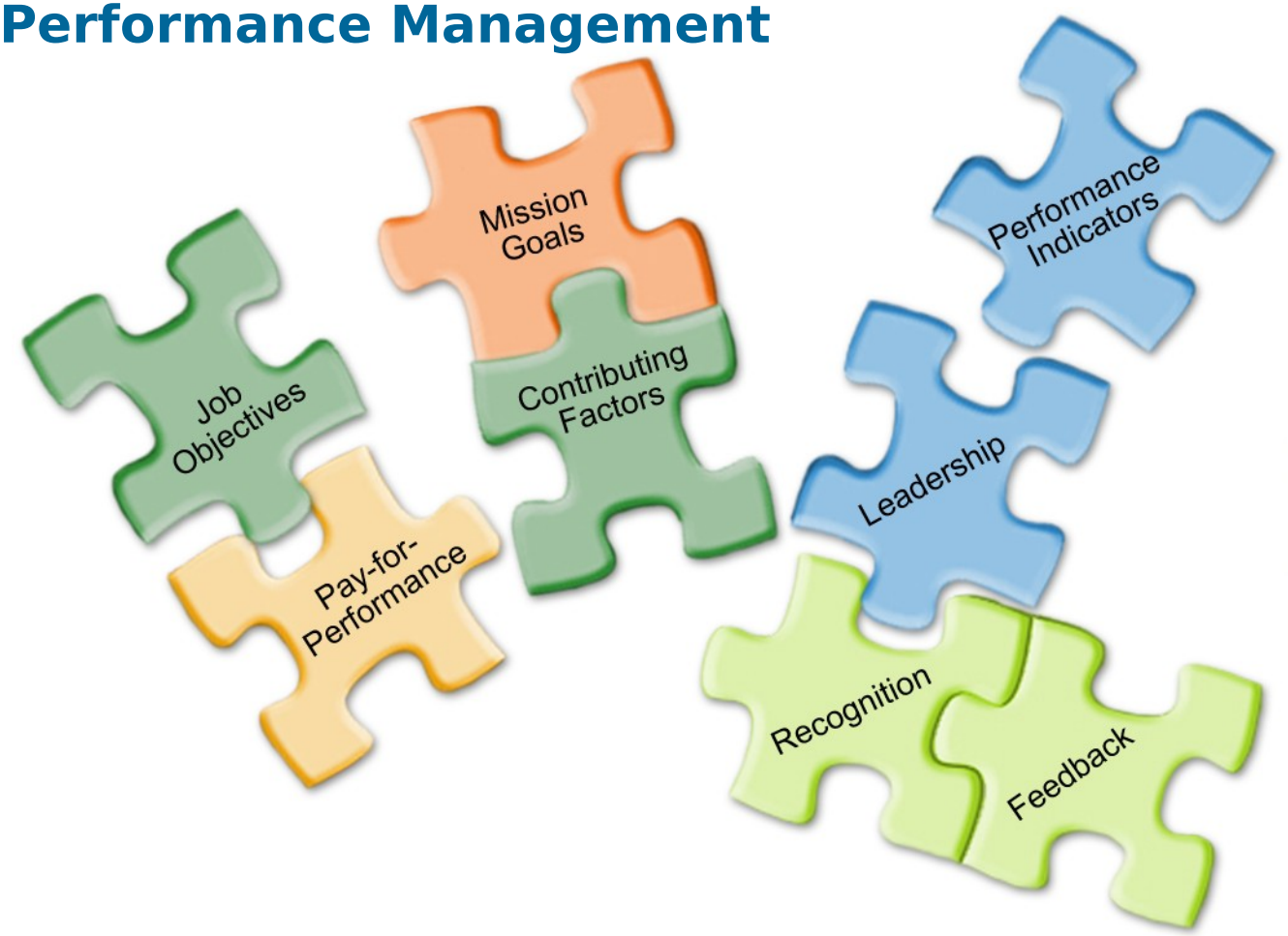
Background

- Increased specialization and shift in managers' roles
- P. Drucker, *The Practice of Management,* 1954:
  - "Avoid the activity trap"
  - "Negotiating a contract of goals" without "dictating a detailed roadmap."
- Employee participation in planning
- Motivation by placing contributions in context
- SMART: results focused objectives

NSPS Goals


Flexibility
To respond to mission changes
To realign, reorganize, and reshape the workforce
To assign work
To set pay
Results
To attract and retain top talent
To promote high performance
Accountability
Employee
Supervisor
Leadership

Building Blocks of NSPS Performance Management



Lesson Review

- A performance management system encourages fair and equitable evaluation of employees based on performance.
- NSPS uses a pay-for-performance approach to promote high performance in the workplace.
- Flexibility, accountability, and results are the overarching goal of NSPS.

Questions